

# CALTRAIN CEMOF MONITORING COMMITTEE

## COMMUNICATION PLAN

The Peninsula Corridor Joint Powers Board (Caltrain) strives to ensure clear and prompt communication with the communities surrounding the Central Equipment Maintenance & Operations Facility (CEMOF) to build upon the mutual respect and trust that has developed since the facility was opened in 2007. This goal is consistent with the Cooperative Agreement and Shared Objectives document, which were negotiated between Caltrain, the City of San Jose, and the local communities. The neighborhoods, as described in the Cooperative Agreement, are:

Neighborhood	Bounded by
Arena	Union Pacific Railroad tracks, Guadalupe River Park & Gardens, West Santa Clara Street, and the Caltrain tracks
College Park	Interstate 880, the railroad tracks to the northeast, West Taylor Street, and The Alameda
Garden Alameda	Taylor Street, Stockton Avenue, West Santa Clara Street, and The Alameda
Shasta/Hanchett Park	Naglee Avenue, The Alameda/Race Street, West San Carlos Street, and Hester Avenue/Dana Avenue

The CEMOF Monitoring Committee has served as the primary interface between CEMOF activities and the surrounding community. Given that the Committee meets quarterly, there are likely to be times in between those meetings when extraordinary circumstances will occur. These issues typically fall into three categories: planned activities under Caltrain control; unplanned activities under Caltrain control; and activities outside of Caltrain control. The following is how Caltrain staff proposes to deal with these incidences.

### ***Planned Activities under Caltrain Control***

Caltrain staff has sensitized its contractors (currently Amtrak) to the potential for disturbing the surrounding community and our intention to be a good neighbor. In this spirit, when extraordinary circumstances arise in which Caltrain has to plan for a project that has the potential to disturb the surrounding neighborhoods, we will:

- The Office of Public Affairs, through its position as part of the capital project planning meetings, will identify projects that have the potential to disturb the community, work with technical staff to identify ways to minimize disturbance when possible, and notify the community of the upcoming work.
- Notify the surrounding communities of the situation and the Caltrain plan to address it, including project duration, projected hours of the day for the work to be done, and contact information for appropriate staff. This notification will take place using the following methods:
  - Email to the CEMOF Monitoring Committee Chair
  - Email to the neighborhood mailing lists Caltrain staff can access
  - Email notification to City of San Jose Officials

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- Public service announcements in local community newspapers and newsletters
- Posting of the notice to the CEMOF section of the Caltrain Web site

### ***Unplanned Activities under Caltrain Control***

With respect to significant activities that are not planned, but create a disturbance to the community, Caltrain will immediately contact the community with an explanation of the disturbance, upon being informed by its contract staff. The primary method of communication will be email, to the following:

- CEMOF Monitoring Committee Chair
- Email to the neighborhood mailing lists Caltrain staff can access
- Email notification to City of San Jose Officials

### ***Activities outside of Caltrain Control***

While Caltrain owns the CEMOF facility and mainline tracks through this area, the line is also used by Capitol Corridor, Altamont Commuter Express (ACE), and Amtrak inter-city trains. Additionally, Union Pacific (UP) owns track in this area and has operating rights along the Caltrain right of way for its freight services. Caltrain staff will endeavor to notify the surrounding communities when they are aware of activities by UP or other operators that may cause disturbance to the surrounding communities. Notification will follow the protocol of the “Unplanned Activities under Caltrain Control” listed above.

### **Caltrain Communication Methods:**

Presently, Caltrain has been primarily communicating with the surrounding communities through the means established in the Shared Objectives. Those means are:

- Participation in and communication with the CEMOF Monitoring Committee
- 24-hour telephone hotline
- Direct telephone calls to Caltrain staff
- Email response to correspondence received through our Web site and through direct email to Caltrain staff

While Caltrain will continue to utilize these methods, staff also:

- Disseminated contact information for a Caltrain staff lead
- Made the CEMOF section of its Web site more visible, which includes all pertinent information related to the CEMOF Monitoring Committee. This includes:
  - Committee officers
  - Meeting agendas and minutes
  - Materials distributed at committee meetings
  - Important notices
- Will place public service announcements in key media publications
- Arranged a tour of CEMOF for people to become better acquainted with the operations there and facilitate face to face communication between Caltrain staff, its contractors and neighborhood residents

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- Caltrain staff will review the Customer Contact log for opportunities to improve the depth and breadth of information presented to the Committee. This will include a section to report on the timeliness of the response, which should be within 72 hours as stated in the Shared Objectives.

#### Key Caltrain Contacts:

Name	Contact Information
Todd McIntyre Community Relations Manager San Mateo County Transit District	1250 San Carlos Avenue PO Box 3006 San Carlos, CA 94070-1306 Email: <a href="mailto:mcintyret@samtrans.com">mcintyret@samtrans.com</a> Phone: 650.622.7845 Fax: 650.622.8084
Customer Service Department	Same mailing address as above Phone: 800.660.4287 Online Feedback Form: <a href="http://www.caltrain.com/contact.html">http://www.caltrain.com/contact.html</a>
Caltrain Web site – CEMOF Section	<a href="http://www.caltrain.com/cemof.html">http://www.caltrain.com/cemof.html</a>